

# Enterprise Incident Report November 2012

As of 12/4/2012

## Tax Commission

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Tax Commission	Application Services	Danielle Hood	0 0	3 0	0 0	3 0
		Dustin Crump	0 0	8 0	1 0	9 0
		Ken Ainge	0 0	1 0	0 0	1 0
		Mart Gardner	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	1 0	0 0	1 0
		Terry Forsgren	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	6 0	0 0	6 0
		<b>Assigned to Individual Total</b>	0 0	23 1	1 0	24 1
	Application Support	Steve Stalter	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0

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## Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Capitol Hosting	Conn Peterson	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Enterprise Security	Bobette Phillips	0 0	1 0	0 0	1 0
		Garry Gregson	0 0	1 0	0 0	1 0
		Jed Johnson	0 0	6 0	0 0	6 0
		Sharon Smith	0 0	19 0	0 0	19 0
		<b>Assigned to Individual Total</b>	0 0	27 0	0 0	27 0
	Help Desk	Brenda Treadway	0 0	3 3	0 0	3 3
		James Stearns	0 0	4 4	0 0	4 4
		Julie VanBeekum	0 0	5 5	0 0	5 5
		Vicky Marrelli	0 0	2 1	0 0	2 1
		<b>Assigned to Individual Total</b>	0 0	14 13	0 0	14 13
	Metro A Help Desk	Edward Fortner	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	0 0	1 1

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## Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Metro B Desktop Support	Anthony Booyse	1 0	8 0	0 0	9 0
		Austin Farey	0 0	13 0	1 0	14 0
		Bill Crowther	0 0	4 0	0 0	4 0
		Cindy Reed	0 0	10 0	0 0	10 0
		Jay Locker	0 0	7 1	0 0	7 1
		Matthew Blunk	0 0	1 0	0 0	1 0
		Mike Sine	0 0	3 3	0 0	3 3
		Mike Wilde	0 0	9 0	0 0	9 0
		Peter Musser	0 0	3 0	0 0	3 0
		Sean Chadbourne	0 0	25 0	0 0	25 0
		Stephanie Young	0 0	11 0	0 0	11 0
		Tyler Pearce	0 0	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	1 0	98 4	1 0	100 4
	Metro B Help Desk	Gavin Barney	0 0	170 168	0 0	170 168

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## Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Metro B Help Desk	Torri Randa	0	192	0	192
			0	182	0	182
		<b>Assigned to Individual Total</b>	0	362	0	362
			0	350	0	350
	Metro B Hosting	Cordell Measells	0	1	0	1
			0	0	0	0
		Paul Engbersen	0	1	0	1
			0	0	0	0
		Paul Seager	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	3	0	3
			0	0	0	0
	Metro C Desktop Support	Ken Nobel	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Metro C Help Desk	Cliff Jensen	0	1	0	1
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	1	0	1
	Network Operations	Brian Chatwin	0	1	0	1
			0	0	0	0
		Jared Elzinga	0	1	0	1
			0	0	0	0
		Jesse Fausett	0	2	1	3
			0	0	0	0
		Patrick Crowe	0	1	0	1
			0	0	0	0

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## Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Network Operations	<b>Assigned to Individual Total</b>	0	5	1	6
			0	0	0	0
	Rural Central Desktop Support	Gerald Adams	0	1	0	1
			0	0	0	0
		Todd Hardy	0	1	0	1
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	2	0	2
			0	1	0	1
	Rural North Desktop Support	Kim Ratushniak	0	1	0	1
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	1	0	1
	Rural South Desktop Support	Doug Chaston	0	3	0	3
			0	2	0	2
		<b>Assigned to Individual Total</b>	0	3	0	3
			0	2	0	2
	Technical Lead/Project Manager	Danielle Hood	0	0	1	1
			0	0	0	0
		John Stephenson	0	5	0	5
			0	0	0	0
		Mart Gardner	0	8	0	8
			0	0	0	0
		Martin Gonzalez	0	3	0	3
			0	3	0	3
		Pete Freeman	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	17	1	18
			0	3	0	3

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## Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Voice Operations	Gail Christiansen	0 0	3 1	0 0	3 1
		James Gifford	0 0	3 0	0 0	3 0
		Julie Sabato	0 0	2 0	0 0	2 0
		Kelly Johnson	0 0	3 0	0 0	3 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	7 5	0 0	7 5
		Assigned to Individual Total	0 0	19 6	0 0	19 6
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	4 0	0 0	4 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Assigned Group Total		1 0	586 383	4 0	591 383
Customer Company Total			1 0	586 383	4 0	591 383

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## Tax Commission

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Tax Commission	Application Services	Danielle Hood	0 0	3 3	0 0	3 3
		Dustin Crump	0 0	8 6	1 1	9 7
		Ken Ainge	0 0	1 1	0 0	1 1
		Mart Gardner	0 0	2 2	0 0	2 2
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	1 1	0 0	1 1
		Terry Forsgren	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	6 4	0 0	6 4
		<b>Assigned to Individual Total</b>	0 0	23 19	1 1	24 20
	Application Support	Steve Stalter	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0

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## Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Capitol Hosting	Conn Peterson	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	0 0	1 1
	Enterprise Security	Bobette Phillips	0 0	1 1	0 0	1 1
		Garry Gregson	0 0	1 1	0 0	1 1
		Jed Johnson	0 0	6 4	0 0	6 4
		Sharon Smith	0 0	19 10	0 0	19 10
		<b>Assigned to Individual Total</b>	0 0	27 16	0 0	27 16
	Help Desk	Brenda Treadway	0 0	3 0	0 0	3 0
		James Stearns	0 0	4 1	0 0	4 1
		Julie VanBeekum	0 0	5 2	0 0	5 2
		Vicky Marrelli	0 0	2 1	0 0	2 1
		<b>Assigned to Individual Total</b>	0 0	14 4	0 0	14 4
	Metro A Help Desk	Edward Fortner	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0



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## Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Metro B Desktop Support	Anthony Booyse	1 0	8 0	0 0	9 0
		Austin Farey	0 0	13 0	1 0	14 0
		Bill Crowther	0 0	4 0	0 0	4 0
		Cindy Reed	0 0	10 0	0 0	10 0
		Jay Locker	0 0	7 0	0 0	7 0
		Matthew Blunk	0 0	1 1	0 0	1 1
		Mike Sine	0 0	3 0	0 0	3 0
		Mike Wilde	0 0	9 0	0 0	9 0
		Peter Musser	0 0	3 0	0 0	3 0
		Sean Chadbourne	0 0	25 2	0 0	25 2
		Stephanie Young	0 0	11 0	0 0	11 0
		Tyler Pearce	0 0	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	1 0	98 3	1 0	100 3
	Metro B Help Desk	Gavin Barney	0 0	170 0	0 0	170 0

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## Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Metro B Help Desk	Torri Randa	0 0	192 1	0 0	192 1
		<b>Assigned to Individual Total</b>	0 0	362 1	0 0	362 1
	Metro B Hosting	Cordell Measells	0 0	1 1	0 0	1 1
		Paul Engberson	0 0	1 1	0 0	1 1
		Paul Seager	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	3 2	0 0	3 2
	Metro C Desktop Support	Ken Knobel	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Metro C Help Desk	Cliff Jensen	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Jared Elzinga	0 0	1 0	0 0	1 0
		Jesse Fausett	0 0	2 0	1 0	3 0
		Patrick Crowe	0 0	1 0	0 0	1 0

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## Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Network Operations	Assigned to Individual Total	0 0	5 0	1 0	6 0
	Rural Central Desktop Support	Gerald Adams	0 0	1 1	0 0	1 1
		Todd Hardy	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Rural North Desktop Support	Kim Ratushniak	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural South Desktop Support	Doug Chaston	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Technical Lead/Project Manager	Danielle Hood	0 0	0 0	1 0	1 0
		John Stephenson	0 0	5 3	0 0	5 3
		Mart Gardner	0 0	8 7	0 0	8 7
		Martin Gonzalez	0 0	3 0	0 0	3 0
		Pete Freeman	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	17 11	1 0	18 11

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## Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Voice Operations	Gail Christiansen	0 0	3 0	0 0	3 0
		James Gifford	0 0	3 0	0 0	3 0
		Julie Sabato	0 0	2 0	0 0	2 0
		Kelly Johnson	0 0	3 0	0 0	3 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	19 0	0 0	19 0
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	4 0	0 0	4 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		T Artis	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	7 1	0 0	7 1
	Assigned Group Total		1 0	586 59	4 1	591 60
Customer Company Total			1 0	586 59	4 1	591 60

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## Tax Commission

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Tax Commission	Application Services	Danielle Hood	0 0.00	3 15.72	0 0.00	3 15.72
		Dustin Crump	0 0.00	8 11.08	1 28.57	9 13.02
		Ken Ainge	0 0.00	1 10.65	0 0.00	1 10.65
		Mart Gardner	0 0.00	2 1.88	0 0.00	2 1.88
		Martin Gonzalez	0 0.00	1 1.19	0 0.00	1 1.19
		Paul Lundell	0 0.00	1 29.42	0 0.00	1 29.42
		Terry Forsgren	0 0.00	1 1.64	0 0.00	1 1.64
		Tony Larsen	0 0.00	6 10.36	0 0.00	6 10.36
		<b>Assigned to Individual Total</b>	0 0.00	23 10.64	1 28.57	24 11.38
	Application Support	Steve Stalter	0 0.00	1 0.19	0 0.00	1 0.19
		<b>Assigned to Individual Total</b>	0 0.00	1 0.19	0 0.00	1 0.19

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			High	Low	Medium	ATTIR Total
Tax Commission	Capitol Hosting	Conn Peterson	0 0.00	1 16.81	0 0.00	1 16.81
		<b>Assigned to Individual Total</b>	0 0.00	1 16.81	0 0.00	1 16.81
	Enterprise Security	Bobette Phillips	0 0.00	1 43.60	0 0.00	1 43.60
		Garry Gregson	0 0.00	1 3.52	0 0.00	1 3.52
		Jed Johnson	0 0.00	6 1.49	0 0.00	6 1.49
		Sharon Smith	0 0.00	19 3.01	0 0.00	19 3.01
		<b>Assigned to Individual Total</b>	0 0.00	27 4.20	0 0.00	27 4.20
	Help Desk	Brenda Treadway	0 0.00	3 0.29	0 0.00	3 0.29
		James Stearns	0 0.00	4 0.33	0 0.00	4 0.33
		Julie VanBeekum	0 0.00	5 3.00	0 0.00	5 3.00
		Vicky Marrelli	0 0.00	2 3.96	0 0.00	2 3.96
		<b>Assigned to Individual Total</b>	0 0.00	14 1.79	0 0.00	14 1.79
	Metro A Help Desk	Edward Fortner	0 0.00	1 0.24	0 0.00	1 0.24
		<b>Assigned to Individual Total</b>	0 0.00	1 0.24	0 0.00	1 0.24

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## Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Metro B Desktop Support	Anthony Booyse	1 0.21	8 0.05	0 0.00	9 0.07
		Austin Farey	0 0.00	13 0.14	1 0.06	14 0.13
		Bill Crowther	0 0.00	4 0.10	0 0.00	4 0.10
		Cindy Reed	0 0.00	10 0.22	0 0.00	10 0.22
		Jay Locker	0 0.00	7 0.18	0 0.00	7 0.18
		Matthew Blunk	0 0.00	1 1.48	0 0.00	1 1.48
		Mike Sine	0 0.00	3 0.05	0 0.00	3 0.05
		Mike Wilde	0 0.00	9 0.10	0 0.00	9 0.10
		Peter Musser	0 0.00	3 0.12	0 0.00	3 0.12
		Sean Chadbourne	0 0.00	25 0.51	0 0.00	25 0.51
		Stephanie Young	0 0.00	11 0.16	0 0.00	11 0.16
		Tyler Pearce	0 0.00	4 0.13	0 0.00	4 0.13
		<b>Assigned to Individual Total</b>	1 0.21	98 0.24	1 0.06	100 0.24
	Metro B Help Desk	Gavin Barney	0 0.00	170 0.00	0 0.00	170 0.00

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## Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Metro B Help Desk	Torri Randa	0 0.00	192 0.01	0 0.00	192 0.01
		<b>Assigned to Individual Total</b>	0 0.00	362 0.01	0 0.00	362 0.01
	Metro B Hosting	Cordell Measells	0 0.00	1 1.21	0 0.00	1 1.21
		Paul Engberson	0 0.00	1 1.23	0 0.00	1 1.23
		Paul Seager	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	3 0.81	0 0.00	3 0.81
	Metro C Desktop Support	Ken Knobel	0 0.00	1 0.53	0 0.00	1 0.53
		<b>Assigned to Individual Total</b>	0 0.00	1 0.53	0 0.00	1 0.53
	Metro C Help Desk	Cliff Jensen	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Network Operations	Brian Chatwin	0 0.00	1 0.43	0 0.00	1 0.43
		Jared Elzinga	0 0.00	1 0.22	0 0.00	1 0.22
		Jesse Fausett	0 0.00	2 0.55	1 0.00	3 0.36
		Patrick Crowe	0 0.00	1 0.34	0 0.00	1 0.34



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## Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Network Operations	Assigned to Individual Total	0 0.00	5 0.42	1 0.00	6 0.35
	Rural Central Desktop Support	Gerald Adams	0 0.00	1 1.13	0 0.00	1 1.13
		Todd Hardy	0 0.00	1 0.19	0 0.00	1 0.19
		Assigned to Individual Total	0 0.00	2 0.66	0 0.00	2 0.66
	Rural North Desktop Support	Kim Ratushniak	0 0.00	1 0.21	0 0.00	1 0.21
		Assigned to Individual Total	0 0.00	1 0.21	0 0.00	1 0.21
	Rural South Desktop Support	Doug Chaston	0 0.00	3 0.10	0 0.00	3 0.10
		Assigned to Individual Total	0 0.00	3 0.10	0 0.00	3 0.10
	Technical Lead/Project Manager	Danielle Hood	0 0.00	0 0.00	1 0.00	1 0.00
		John Stephenson	0 0.00	5 1.25	0 0.00	5 1.25
		Mart Gardner	0 0.00	8 6.56	0 0.00	8 6.56
		Martin Gonzalez	0 0.00	3 0.36	0 0.00	3 0.36
		Pete Freeman	0 0.00	1 6.59	0 0.00	1 6.59
		Assigned to Individual Total	0 0.00	17 3.91	1 0.00	18 3.69

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## Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Voice Operations	Gail Christiansen	0 0.00	3 0.23	0 0.00	3 0.23
		James Gifford	0 0.00	3 0.11	0 0.00	3 0.11
		Julie Sabato	0 0.00	2 0.12	0 0.00	2 0.12
		Kelly Johnson	0 0.00	3 0.11	0 0.00	3 0.11
		Leon Owen	0 0.00	1 0.38	0 0.00	1 0.38
		Romanza Hamblin Sorensen	0 0.00	7 0.15	0 0.00	7 0.15
		Assigned to Individual Total	0 0.00	19 0.16	0 0.00	19 0.16
	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 0.11	0 0.00	1 0.11
		Mike Johnson	0 0.00	4 0.09	0 0.00	4 0.09
		Spencer Blodgett	0 0.00	1 0.13	0 0.00	1 0.13
		T Artis	0 0.00	1 1.62	0 0.00	1 1.62
		Assigned to Individual Total	0 0.00	7 0.32	0 0.00	7 0.32
	Assigned Group Total		1 0.21	586 0.86	4 7.16	591 0.90
Customer Company Total			1 0.21	586 0.86	4 7.16	591 0.90

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## Tax Commission

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Tax Commission	Application Services	Danielle Hood	0 0	3 3	0 0	3 3
		Dustin Crump	0 0	8 3	1 1	9 4
		Ken Ainge	0 0	1 1	0 0	1 1
		Mart Gardner	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	1 1	0 0	1 1
		Terry Forsgren	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	6 2	0 0	6 2
		<b>Assigned to Individual Total</b>	0 0	23 11	1 1	24 12
	Application Support	Steve Stalter	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0

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## Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Capitol Hosting	Conn Peterson	0	1	0	1
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	1	0	1
	Enterprise Security	Bobette Phillips	0	1	0	1
			0	1	0	1
		Garry Gregson	0	1	0	1
			0	0	0	0
		Jed Johnson	0	6	0	6
			0	0	0	0
		Sharon Smith	0	19	0	19
			0	5	0	5
		<b>Assigned to Individual Total</b>	0	27	0	27
			0	6	0	6
	Help Desk	Brenda Treadway	0	3	0	3
			0	0	0	0
		James Stearns	0	4	0	4
			0	0	0	0
		Julie VanBeekum	0	5	0	5
			0	1	0	1
		Vicky Marrelli	0	2	0	2
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	14	0	14
			0	2	0	2
	Metro A Help Desk	Edward Fortner	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0

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## Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Metro B Desktop Support	Anthony Booyse	1 0	8 0	0 0	9 0
		Austin Farey	0 0	13 1	1 0	14 1
		Bill Crowther	0 0	4 0	0 0	4 0
		Cindy Reed	0 0	10 0	0 0	10 0
		Jay Locker	0 0	7 0	0 0	7 0
		Matthew Blunk	0 0	1 0	0 0	1 0
		Mike Sine	0 0	3 0	0 0	3 0
		Mike Wilde	0 0	9 0	0 0	9 0
		Peter Musser	0 0	3 0	0 0	3 0
		Sean Chadbourne	0 0	25 0	0 0	25 0
		Stephanie Young	0 0	11 0	0 0	11 0
		Tyler Pearce	0 0	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	1 0	98 1	1 0	100 1
	Metro B Help Desk	Gavin Barney	0 0	170 0	0 0	170 0

# Enterprise Incident Report November 2012

As of 12/4/2012

## Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Metro B Help Desk	Torri Randa	0 0	192 1	0 0	192 1
		<b>Assigned to Individual Total</b>	0 0	362 1	0 0	362 1
	Metro B Hosting	Cordell Measells	0 0	1 0	0 0	1 0
		Paul Engberson	0 0	1 0	0 0	1 0
		Paul Seager	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	3 0	0 0	3 0
	Metro C Desktop Support	Ken Knobel	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Metro C Help Desk	Cliff Jensen	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Jared Elzinga	0 0	1 0	0 0	1 0
		Jesse Fausett	0 0	2 0	1 0	3 0
		Patrick Crowe	0 0	1 0	0 0	1 0

# Enterprise Incident Report November 2012

As of 12/4/2012

## Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Network Operations	Assigned to Individual Total	0 0	5 0	1 0	6 0
	Rural Central Desktop Support	Gerald Adams	0 0	1 0	0 0	1 0
		Todd Hardy	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Rural North Desktop Support	Kim Ratushniak	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural South Desktop Support	Doug Chaston	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Technical Lead/Project Manager	Danielle Hood	0 0	0 0	1 1	1 1
		John Stephenson	0 0	5 0	0 0	5 0
		Mart Gardner	0 0	8 3	0 0	8 3
		Martin Gonzalez	0 0	3 2	0 0	3 2
		Pete Freeman	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	17 6	1 1	18 7

# Enterprise Incident Report November 2012

As of 12/4/2012

## Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Voice Operations	Gail Christiansen	0 0	3 0	0 0	3 0
		James Gifford	0 0	3 0	0 0	3 0
		Julie Sabato	0 0	2 0	0 0	2 0
		Kelly Johnson	0 0	3 0	0 0	3 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	19 0	0 0	19 0
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	4 0	0 0	4 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Assigned Group Total		1 0	586 28	4 2	591 30
Customer Company Total			1 0	586 28	4 2	591 30



# Enterprise Incident Report November 2012

As of 12/4/2012

## Tax Commission

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Tax Commission	Application Services	Danielle Hood	0 0.00	3 23.00	0 0.00	3 23.00
		Dustin Crump	0 0.00	8 11.13	1 28.59	9 13.07
		Ken Ainge	0 0.00	1 10.83	0 0.00	1 10.83
		Mart Gardner	0 0.00	2 1.88	0 0.00	2 1.88
		Martin Gonzalez	0 0.00	1 15.93	0 0.00	1 15.93
		Paul Lundell	0 0.00	1 29.42	0 0.00	1 29.42
		Terry Forsgren	0 0.00	1 1.78	0 0.00	1 1.78
		Tony Larsen	0 0.00	6 10.86	0 0.00	6 10.86
		<b>Assigned to Individual Total</b>	0 0.00	23 12.39	1 28.59	24 13.06
	Application Support	Steve Stalter	0 0.00	1 0.19	0 0.00	1 0.19
		<b>Assigned to Individual Total</b>	0 0.00	1 0.19	0 0.00	1 0.19

# Enterprise Incident Report November 2012

As of 12/4/2012

## Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Capitol Hosting	Conn Peterson	0 0.00	1 16.81	0 0.00	1 16.81
		<b>Assigned to Individual Total</b>	0 0.00	1 16.81	0 0.00	1 16.81
	Enterprise Security	Bobette Phillips	0 0.00	1 43.60	0 0.00	1 43.60
		Garry Gregson	0 0.00	1 3.55	0 0.00	1 3.55
		Jed Johnson	0 0.00	6 2.14	0 0.00	6 2.14
		Sharon Smith	0 0.00	19 4.20	0 0.00	19 4.20
		<b>Assigned to Individual Total</b>	0 0.00	27 5.18	0 0.00	27 5.18
	Help Desk	Brenda Treadway	0 0.00	3 0.36	0 0.00	3 0.36
		James Stearns	0 0.00	4 0.33	0 0.00	4 0.33
		Julie VanBeekum	0 0.00	5 3.57	0 0.00	5 3.57
		Vicky Marrelli	0 0.00	2 8.96	0 0.00	2 8.96
		<b>Assigned to Individual Total</b>	0 0.00	14 2.73	0 0.00	14 2.73
	Metro A Help Desk	Edward Fortner	0 0.00	1 0.24	0 0.00	1 0.24
		<b>Assigned to Individual Total</b>	0 0.00	1 0.24	0 0.00	1 0.24

# Enterprise Incident Report November 2012

As of 12/4/2012

## Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Metro B Desktop Support	Anthony Booyse	1 1.34	8 0.75	0 0.00	9 0.81
		Austin Farey	0 0.00	13 1.25	1 0.06	14 1.16
		Bill Crowther	0 0.00	4 1.36	0 0.00	4 1.36
		Cindy Reed	0 0.00	10 1.01	0 0.00	10 1.01
		Jay Locker	0 0.00	7 0.45	0 0.00	7 0.45
		Matthew Blunk	0 0.00	1 4.98	0 0.00	1 4.98
		Mike Sine	0 0.00	3 0.20	0 0.00	3 0.20
		Mike Wilde	0 0.00	9 1.40	0 0.00	9 1.40
		Peter Musser	0 0.00	3 0.42	0 0.00	3 0.42
		Sean Chadbourne	0 0.00	25 1.18	0 0.00	25 1.18
		Stephanie Young	0 0.00	11 0.64	0 0.00	11 0.64
		Tyler Pearce	0 0.00	4 0.13	0 0.00	4 0.13
		<b>Assigned to Individual Total</b>	1 1.34	98 0.99	1 0.06	100 0.99
	Metro B Help Desk	Gavin Barney	0 0.00	170 0.01	0 0.00	170 0.01

# Enterprise Incident Report November 2012

As of 12/4/2012

## Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Metro B Help Desk	Torri Randa	0 0.00	192 0.05	0 0.00	192 0.05
		<b>Assigned to Individual Total</b>	0 0.00	362 0.03	0 0.00	362 0.03
	Metro B Hosting	Cordell Measells	0 0.00	1 1.21	0 0.00	1 1.21
		Paul Engbersen	0 0.00	1 1.23	0 0.00	1 1.23
		Paul Seager	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	3 0.81	0 0.00	3 0.81
	Metro C Desktop Support	Ken Knobel	0 0.00	1 0.53	0 0.00	1 0.53
		<b>Assigned to Individual Total</b>	0 0.00	1 0.53	0 0.00	1 0.53
	Metro C Help Desk	Cliff Jensen	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Network Operations	Brian Chatwin	0 0.00	1 0.77	0 0.00	1 0.77
		Jared Elzinga	0 0.00	1 2.55	0 0.00	1 2.55
		Jesse Fausett	0 0.00	2 1.05	1 0.00	3 0.70
		Patrick Crowe	0 0.00	1 2.24	0 0.00	1 2.24

# Enterprise Incident Report November 2012

As of 12/4/2012

## Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Network Operations	Assigned to Individual Total	0 0.00	5 1.53	1 0.00	6 1.28
	Rural Central Desktop Support	Gerald Adams	0 0.00	1 1.75	0 0.00	1 1.75
		Todd Hardy	0 0.00	1 0.19	0 0.00	1 0.19
		Assigned to Individual Total	0 0.00	2 0.97	0 0.00	2 0.97
	Rural North Desktop Support	Kim Ratuszniak	0 0.00	1 1.10	0 0.00	1 1.10
		Assigned to Individual Total	0 0.00	1 1.10	0 0.00	1 1.10
	Rural South Desktop Support	Doug Chaston	0 0.00	3 0.10	0 0.00	3 0.10
		Assigned to Individual Total	0 0.00	3 0.10	0 0.00	3 0.10
	Technical Lead/Project Manager	Danielle Hood	0 0.00	0 0.00	1 22.73	1 22.73
		John Stephenson	0 0.00	5 1.25	0 0.00	5 1.25
		Mart Gardner	0 0.00	8 8.55	0 0.00	8 8.55
		Martin Gonzalez	0 0.00	3 7.37	0 0.00	3 7.37
		Pete Freeman	0 0.00	1 12.36	0 0.00	1 12.36
		Assigned to Individual Total	0 0.00	17 6.42	1 22.73	18 7.33

# Enterprise Incident Report November 2012

As of 12/4/2012

## Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Voice Operations	Gail Christiansen	0 0.00	3 0.23	0 0.00	3 0.23
		James Gifford	0 0.00	3 1.11	0 0.00	3 1.11
		Julie Sabato	0 0.00	2 0.95	0 0.00	2 0.95
		Kelly Johnson	0 0.00	3 0.51	0 0.00	3 0.51
		Leon Owen	0 0.00	1 0.41	0 0.00	1 0.41
		Romanza Hamblin Sorensen	0 0.00	7 0.66	0 0.00	7 0.66
		Assigned to Individual Total	0 0.00	19 0.66	0 0.00	19 0.66
	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 1.12	0 0.00	1 1.12
		Mike Johnson	0 0.00	4 0.74	0 0.00	4 0.74
		Spencer Blodgett	0 0.00	1 1.25	0 0.00	1 1.25
		T Artis	0 0.00	1 1.62	0 0.00	1 1.62
		Assigned to Individual Total	0 0.00	7 0.99	0 0.00	7 0.99
	Assigned Group Total		1 1.34	586 1.25	4 12.84	591 1.33
Customer Company Total			1 1.34	586 1.25	4 12.84	591 1.33

# Enterprise Incident Report November 2012

As of 12/4/2012

## Tax Commission

### Detail

<b>INC000000594622</b>	James H Shaeffer	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.32
	Application Services	Tony Larsen	Tax Commission	Low Closed	TTR Missed: No	0.53
<b>INC000000595728</b>	Terri Chidester	Application	Error	Active Directory	TIR Missed: No	0.60
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Closed	TTR Missed: No	0.60
<b>INC000000598013</b>	Gaylin Ford	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.13
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	0.13
<b>INC000000598226</b>	Naomi Pace	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.27
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low Closed	TTR Missed: No	0.27
<b>INC000000599576</b>	Victoria Youtsey	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.21
	Rural North Desktop Support	Kim Ratushniak	Tax Commission	Low Closed	TTR Missed: No	1.10
<b>INC000000600338</b>	Andrew Rojas	Application	Error	ZENworks for Desktops	TIR Missed: No	0.12
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	1.62
<b>INC000000600428</b>	MV Monticello	Network	Performance	None	TIR Missed: No	0.74
	Network Operations	Jesse Fausett	Tax Commission	Low Closed	TTR Missed: No	1.75
<b>INC000000600512</b>	Lia Eckhardt	PC/Laptop	Hardware	None	TIR Missed: No	0.15
	Metro B Desktop Support	Peter Musser	Tax Commission	Low Closed	TTR Missed: No	0.65
<b>INC000000600636</b>	Clinton Jensen	Telecom	Hardware	Telephone	TIR Missed: No	0.13
	Voice/Data/WAN Services	Spencer Blodgett	Tax Commission	Low Closed	TTR Missed: No	1.25
<b>INC000000601109</b>	Julie Halvorson	Application	None	Gmail	TIR Missed: No	0.27
	Technical Lead/Project Manager	Martin Gonzalez	Tax Commission	Low Closed	TTR Missed: Yes	7.48
<b>INC000000601238</b>	MV Park City	PC/Laptop	Hardware	None	TIR Missed: No	0.19
	Rural Central Desktop Support	Todd Hardy	Tax Commission	Low Closed	TTR Missed: No	0.19
<b>INC000000601440</b>	Mike Fahey	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000601516</b>	Lia Eckhardt	Telecom	Feature	Telephone	TIR Missed: No	0.08
	Voice Operations	Julie Sabato	Tax Commission	Low Closed	TTR Missed: No	0.71
<b>INC000000601517</b>	Shannon Sirles	PC/Laptop	Error	None	TIR Missed: No	0.18
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	1.02
<b>INC000000601616</b>	MV Duchesne	Network	Performance	None	TIR Missed: No	0.43
	Network Operations	Brian Chatwin	Tax Commission	Low Closed	TTR Missed: No	0.77
<b>INC000000601625</b>	Jane Wiseman	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000601642</b>	Larry Hatch	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000601672</b>	June Washington	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000601679</b>	Jim McNair	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000601687</b>	Steve Coleman	Telecom	Feature	None		TIR Missed: No	0.15
	Voice Operations	Julie Sabato	Tax Commission	Low	Closed	TTR Missed: No	1.18
<b>INC000000601747</b>	Brenda Mason	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000601750</b>	Diana O'Brien	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000601753</b>	Katie Lamb	PC/Laptop	Error	None		TIR Missed: No	0.13
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low	Closed	TTR Missed: No	0.22
<b>INC000000601784</b>	DJ Kruger	Application	Error	Avaya CentreVu Supervisor		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000601786</b>	June Washington	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000601813</b>	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000601862</b>	Laura Atwood	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000601887</b>	Katie Lamb	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000601889</b>	Sharleen Burningham	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000602025</b>	Mike Fahey	Application	Error	Microsoft Windows XP Professional		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000602042</b>	Laura Atwood	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000602059</b>	Heidi Ashdown	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.08
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.82
<b>INC000000602060</b>	Ryan Brown	Application	Password	Novell iFolder		TIR Missed: No	0.45
	Enterprise Security	Jed Johnson	Tax Commission	Low	Closed	TTR Missed: No	0.74



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## Tax Commission

<b>INC000000602082</b>	Ann Dillenbeck	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000602118</b>	Deann Clark	PC/Laptop	Password	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000602121</b>	Julie Goins	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000602194</b>	Stephen Anderson	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000602198</b>	Julie Salisbury	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000602204</b>	David Swan	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000602206</b>	MV Provo	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000602272</b>	Beverly Beitel	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.08
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low Closed	TTR Missed: No	0.08
<b>INC000000602286</b>	Craig Powell	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000602287</b>	Stephanie Vert	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000602294</b>	MV Price	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000602307</b>	Christine Robinson	PC/Laptop	Error	None	TIR Missed: No	0.09
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low Closed	TTR Missed: No	0.09
<b>INC000000602311</b>	Nicholas Gordan	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000602316</b>	Krista Longoria	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000602414</b>	Stephen Anderson	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000602432</b>	David Swan	Telecom	Voice Mail	Telephone	TIR Missed: No	0.13
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low Closed	TTR Missed: No	0.33
<b>INC000000602436</b>	Vickie Perry	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00

# Enterprise Incident Report November 2012

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## Tax Commission

<b>INC000000602515</b>	MV Logan	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000602522</b>	MV Logan	Application	Error	Novell GroupWise	TIR Missed: No	0.68
	Application Services	Dustin Crump	Tax Commission	Low Closed	TTR Missed: No	0.68
<b>INC000000602685</b>	Earl Thomas	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Resolved	TTR Missed: No	0.02
<b>INC000000602783</b>	Kyle Boyer	PC/Laptop	Performance	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000602835</b>	Nancy Zullo	PC/Laptop	Hardware	None	TIR Missed: No	0.18
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	0.42
<b>INC000000602958</b>	Dwight Rimmasch	Application	Error	Adobe Acrobat	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000602968</b>	Cheryl A Sielhorst	PC/Laptop	Performance	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000602986</b>	MV Logan	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.12
	Technical Lead/Project Manager	Martin Gonzalez	Tax Commission	Low Closed	TTR Missed: No	3.38
<b>INC000000603000</b>	Lorie Ferguson	PC/Laptop	Hardware	None	TIR Missed: No	0.05
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.06
<b>INC000000603104</b>	James Teton	Application	Error	None	TIR Missed: No	0.25
	Enterprise Security	Sharon Smith	Tax Commission	Low Closed	TTR Missed: No	0.75
<b>INC000000603137</b>	Susan Dansie	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000603142</b>	MV Ogden	Print/Copy/Scan/Fax	Error Code	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000603148</b>	Marcus Prawitt	Telecom	Voice Mail	None	TIR Missed: No	0.03
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low Closed	TTR Missed: No	0.19
<b>INC000000603265</b>	June Hesleph	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.03
<b>INC000000603342</b>	Beverly Beitel	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000603357</b>	Karen Lingard	Application	Error	Gmail	TIR Missed: Yes	1.19
	Application Services	Martin Gonzalez	Tax Commission	Low Closed	TTR Missed: Yes	15.93
<b>INC000000603509</b>	Jacoba Larsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000603511</b>	Donald Conger Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Symantec AntiVirus Low		TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603517</b>	Earl Thomas Metro B Desktop Support	PC/Laptop Austin Farey	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.17
<b>INC000000603521</b>	Heidi Westbrook Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603548</b>	Blaine Awerkamp Metro B Help Desk	Application Torri Randa	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603552</b>	Dan Engh Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603554</b>	Charlie Roberts Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603565</b>	Bobbie Gavros Metro B Help Desk	Application Torri Randa	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603570</b>	Isaac Gunderson Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603576</b>	MV South Valley Metro B Help Desk	PC/Laptop Torri Randa	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603583</b>	Jeanette Sever Metro B Help Desk	PC/Laptop Torri Randa	Performance Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603613</b>	Holly Fiefia Metro B Help Desk	Application Torri Randa	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603636</b>	Tyler McIntosh Metro B Help Desk	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603639</b>	Terri Reid Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603641</b>	Lonnie Holt Metro B Hosting	Server Paul Engberson	Error Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.23 1.23
<b>INC000000603647</b>	Earl Thomas Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603693</b>	David Bushman Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603694</b>	Brook Middleton Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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## Tax Commission

<b>INC000000603696</b>	Jody Jacobs Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603706</b>	Virpal Kaur Sidhu Metro B Desktop Support	Application Anthony Booyse	Password Tax Commission	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.06 1.32
<b>INC000000603710</b>	Ryan Tucker Metro B Help Desk	None Gavin Barney	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603711</b>	Cindy M Clark Metro B Help Desk	None Torri Randa	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603740</b>	Bobbie Gavros Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603756</b>	MV Provo Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603763</b>	James Teton Enterprise Security	Network Sharon Smith	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.33 0.54
<b>INC000000603771</b>	Pamela Sperry Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603806</b>	Bobbie Gavros Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603812</b>	Francine Corbridge Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603815</b>	Rachael Collard Metro B Desktop Support	PC/Laptop Bill Crowther	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.13 1.63
<b>INC000000603826</b>	James Teton Metro B Desktop Support	None Cindy Reed	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.18 3.66
<b>INC000000603841</b>	Jody Jacobs Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603847</b>	Jody Jacobs Metro B Desktop Support	Application Bill Crowther	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.03 1.78
<b>INC000000603851</b>	MV Cedar City Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Paper Jam Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603898</b>	Jason Rhodes Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603958</b>	Eric White Metro B Desktop Support	PC/Laptop Austin Farey	Virus Tax Commission	None Medium	TIR Missed: No TTR Missed: No	0.06 0.06

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## Tax Commission

<b>INC000000604022</b>	Earl Thomas	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000604032</b>	Cindy M Clark	Server	None	None		TIR Missed: No	0.19
	Application Support	Steve Stalter	Tax Commission	Low	Closed	TTR Missed: No	0.19
<b>INC000000604035</b>	Karen Lingard	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000604040</b>	Scott Mann	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	2.04
<b>INC000000604098</b>	Pamela Sperry	Telecom	Voice Mail	Telephone		TIR Missed: No	0.07
	Voice Operations	Kelly Johnson	Tax Commission	Low	Closed	TTR Missed: No	0.12
<b>INC000000604105</b>	Pamela Raia	Application	Error	Microsoft Windows XP Professional		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000604157</b>	Tina Wright	PC/Laptop	Performance	Adobe Reader		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000604164</b>	Wendy Gianchetta	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000604172</b>	Tina Wright	PC/Laptop	Performance	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000604175</b>	Randall Gardner	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000604181</b>	Richard Kirkland	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000604223</b>	Cindy Morrison	Application	Password	Utah Master Directory		TIR Missed: No	0.09
	Help Desk	James Stearns	Tax Commission	Low	Closed	TTR Missed: No	0.09
<b>INC000000604267</b>	June Washington	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000604309</b>	Lonnie Holt	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000604333</b>	Amy Hill	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000604345</b>	Amy Arnn	PC/Laptop	Virus	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000604436</b>	Isaac Gunderson	PC/Laptop	Performance	Gmail		TIR Missed: Yes	4.10
	Application Services	Dustin Crump	Tax Commission	Low	Closed	TTR Missed: No	4.21

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## Tax Commission

<b>INC000000604465</b>	Tiffany Harms	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.20
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.20
<b>INC000000604494</b>	Angela Martinez	Network	Password	Novell eDirectory	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000604521</b>	Jody Fernelius	Application	Password	None	TIR Missed: Yes	1.04
	Enterprise Security	Jed Johnson	Tax Commission	Low Closed	TTR Missed: No	1.75
<b>INC000000604569</b>	Gaylin Ford	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000604570</b>	Lynda Wood	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000604583</b>	Dee Talbot	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000604594</b>	Eric Higbee	Application	Error	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000604597</b>	Susan Waters	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000604619</b>	Curtis Stoddard	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Closed	TTR Missed: No	2.66
<b>INC000000604688</b>	MV Ogden	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000604691</b>	MV Ogden	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000604718</b>	Arthur Brownell	Application	Error	None	TIR Missed: No	0.07
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low Closed	TTR Missed: No	0.07
<b>INC000000604732</b>	Aman Kudiya	Application	Error	ZENworks for Desktops	TIR Missed: No	0.09
	Metro B Desktop Support	Peter Musser	Tax Commission	Low Closed	TTR Missed: No	0.33
<b>INC000000604746</b>	Lonnie Holt	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000604809</b>	Diana O'Brien	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000604814</b>	Jennifer Elliott	PC/Laptop	Performance	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000604815</b>	Lonnie Holt	Telecom	Feature	Telephone	TIR Missed: No	0.00
	Voice Operations	James Gifford	Tax Commission	Low Closed	TTR Missed: No	1.98

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## Tax Commission

<b>INC000000604839</b>	Alled Bates	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000604869</b>	Lonnie Holt	PC/Laptop	Performance	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000604876</b>	Rosario Jones	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.47
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Closed	TTR Missed: No	0.47
<b>INC000000604878</b>	Beth Craig	PC/Laptop	Performance	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000604882</b>	LaDawn Hamp	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000604894</b>	Dwight Rimmasch	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000604918</b>	Janette Woodhouse	Telecom	Voice Mail	Telephone		TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Closed	TTR Missed: No	0.56
<b>INC000000604948</b>	Janet S Taylor	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000604953</b>	Duane Kuehl	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000605043</b>	Laurel Pate	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000605044</b>	Doug D Green	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000605069</b>	Chodon Chodon	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000605080</b>	Jeanette Sever	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.46
<b>INC000000605121</b>	Melanie Palmer	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000605140</b>	MV South Valley	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000605155</b>	Christine Fratto	PC/Laptop	Error	Google Chrome		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000605158</b>	Christine Fratto	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.06
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.09

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## Tax Commission

<b>INC000000605199</b>	Marc Johnson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Sine	Tax Commission	Low	Closed	TTR Missed: No	0.44
<b>INC000000605204</b>	MV Morgan	Network	Performance	None		TIR Missed: No	0.22
	Network Operations	Jared Elzinga	Tax Commission	Low	Closed	TTR Missed: No	2.55
<b>INC000000605207</b>	William Kowalowski	Telecom	Voice Mail	Telephone		TIR Missed: No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Closed	TTR Missed: No	0.33
<b>INC000000605220</b>	MV South Valley	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000605238</b>	Brandon Noble	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low	Closed	TTR Missed: No	0.06
<b>INC000000605242</b>	Trang Le	None	None	None		TIR Missed: No	0.39
	Enterprise Security	Jed Johnson	Tax Commission	Low	Closed	TTR Missed: No	0.85
<b>INC000000605268</b>	Mike Lee	Application	Error	Active Directory		TIR Missed: No	0.24
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low	Closed	TTR Missed: No	0.94
<b>INC000000605273</b>	Dan Engh	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000605339</b>	Fo'ou Vehikite	Telecom	Feature	None		TIR Missed: No	0.21
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Closed	TTR Missed: No	1.21
<b>INC000000605354</b>	Aman Kudiya	Server	Error	None		TIR Missed: No	0.11
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.21
<b>INC000000605358</b>	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000605361</b>	Mike Fahey	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000605365</b>	Lia Eckhardt	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000605369</b>	June Hesleph	Telecom	Feature	None		TIR Missed: No	0.24
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Closed	TTR Missed: No	0.87
<b>INC000000605371</b>	Heather Gamon	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000605407</b>	Jeanette Sever	Telecom	Call/Receive	Telephone		TIR Missed: No	0.09
	Voice Operations	James Gifford	Tax Commission	Low	Closed	TTR Missed: No	0.97
<b>INC000000605419</b>	Curtis Stoddard	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00



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## Tax Commission

<b>INC000000605441</b>	Linda Allred Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000605449</b>	Tom Arnold Metro B Desktop Support	Application Mike Wilde	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.08 5.29
<b>INC000000605516</b>	Dolores Furniss Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000605523</b>	MV Price Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Gmail Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000605525</b>	MV Ogden Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Gmail Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000605539</b>	MV Davis County IM Metro B Help Desk	Static Application Gavin Barney	Error Tax Commission	Gmail Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000605547</b>	Dan Engh Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000605550</b>	Miria Dingess Metro B Desktop Support	Application Cindy Reed	Error Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.13 0.43
<b>INC000000605556</b>	Christopher Barnes Metro B Desktop Support	Application Cindy Reed	Error Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.17 0.30
<b>INC000000605570</b>	MV South Valley Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Gmail Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000605583</b>	Halalose Wolfgramm Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000605597</b>	Nery Coleman Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Google Chrome Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000605606</b>	MV South Valley Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000605641</b>	Donna Smith Metro B Desktop Support	Print/Copy/Scan/Fax Cindy Reed	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.05 1.27
<b>INC000000605642</b>	Doral Vance Help Desk	Application Brenda Treadway	None Tax Commission	Gmail Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000605654</b>	Adrian Bishop Metro C Help Desk	Application Cliff Jensen	Error Tax Commission	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000605661</b>	Karen Waller Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.04 0.99

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## Tax Commission

<b>INC000000605664</b>	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000605665</b>	Doral Vance	Application	Error	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000605706</b>	Janet S Taylor	Application	Error	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000605718</b>	Pepper Culley	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000605743</b>	Dale Tiffany	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000605826</b>	James Teton	Application	Error	ZENworks for Desktops	TIR Missed: No	0.14
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low Closed	TTR Missed: No	2.19
<b>INC000000605831</b>	Christena Ohrn	Application	Error	Microsoft Windows 7	TIR Missed: No	0.06
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low Closed	TTR Missed: No	1.67
<b>INC000000605853</b>	Larry Hatch	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000605908</b>	Herb Jenkins	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low Closed	TTR Missed: No	0.18
<b>INC000000606284</b>	Gene Petrie	PC/Laptop	Error	Google Chrome	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000606308</b>	Tyler McIntosh	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000606312</b>	Richard Lewis	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000606358</b>	Jamie Hansen	Application	Password	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000606368</b>	Pam Bennett	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	2.62
<b>INC000000606374</b>	Alisi Tupou	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	2.61
<b>INC000000606416</b>	Holly Ward	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000606419</b>	Candace Hays	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000606439</b>	Miria Dingess Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000606461</b>	Rod Boogaard Enterprise Security	Application Sharon Smith	Password Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.34 0.75
<b>INC000000606476</b>	Julie Jones Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000606551</b>	Vickie Gritzmacher Metro B Help Desk	Network Gavin Barney	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000606561</b>	Mayank Agrawal Technical Lead/Project Manager	PC/Laptop Mart Gardner	Error Tax Commission	Gmail Low	TIR Missed: Yes TTR Missed: Yes	8.33 8.33
<b>INC000000606571</b>	Brook Abarca Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000606574</b>	Traci Meredith Technical Lead/Project Manager	Application Mart Gardner	Error Tax Commission	Gmail Low	TIR Missed: Yes TTR Missed: No	2.19 3.10
<b>INC000000606586</b>	Terri Chidester Help Desk	Application Brenda Treadway	Password Tax Commission	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.87 1.09
<b>INC000000606601</b>	Gary Peart Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000606604</b>	Angela Martinez Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000606610</b>	Pamela Raia Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000606636</b>	Gary Peart Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Gmail Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000606654</b>	Melanie Schott Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000606684</b>	Miralee Kelsey Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000606699</b>	Valerie Peterson Enterprise Security	None Sharon Smith	None Tax Commission	None Low	TIR Missed: Yes TTR Missed: No	1.50 5.42
<b>INC000000606704</b>	Ann Dillenbeck Metro B Desktop Support	PC/Laptop Stephanie Young	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.07 1.15
<b>INC000000606705</b>	Earl Thomas Metro B Desktop Support	PC/Laptop Anthony Booyse	Performance Tax Commission	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.10 1.26

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## Tax Commission

<b>INC000000606711</b>	Shannon Wright	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000606720</b>	Leann Tolino	PC/Laptop	Performance	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000606728</b>	MV Price	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000606783</b>	Miralee Kelsey	Application	Password	Utah Master Directory		TIR Missed: Yes	13.34
	Application Services	Dustin Crump	Tax Commission	Low	Closed	TTR Missed: Yes	13.34
<b>INC000000606787</b>	MV Ogden	Application	Password	Gmail		TIR Missed: No	0.48
	Enterprise Security	Sharon Smith	Tax Commission	Low	Closed	TTR Missed: No	0.82
<b>INC000000606799</b>	MV Richfield	PC/Laptop	Error	Gmail		TIR Missed: No	0.41
	Enterprise Security	Sharon Smith	Tax Commission	Low	Closed	TTR Missed: No	0.41
<b>INC000000606816</b>	Randall Gardner	PC/Laptop	Error	Google Chrome		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000606828</b>	Trisha Warr	Application	Password	Gmail		TIR Missed: Yes	2.61
	Enterprise Security	Sharon Smith	Tax Commission	Low	Closed	TTR Missed: No	4.17
<b>INC000000606851</b>	Michael B Christensen	Application	Error	Gmail		TIR Missed: Yes	3.42
	Technical Lead/Project Manager	Mart Gardner	Tax Commission	Low	Closed	TTR Missed: No	3.42
<b>INC000000606868</b>	Halalose Wolfgramm	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000606872</b>	MV Salt Lake City	PC/Laptop	Performance	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000606906</b>	Doral Vance	Application	Error	Gmail		TIR Missed: Yes	1.41
	Technical Lead/Project Manager	Mart Gardner	Tax Commission	Low	Resolved	TTR Missed: No	4.26
<b>INC000000606959</b>	Brent Taylor	Application	Error	ZENworks for Desktops		TIR Missed: No	0.10
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.56
<b>INC000000606974</b>	Paula Vanikiotis	PC/Laptop	Performance	Gmail		TIR Missed: Yes	24.63
	Application Services	Dustin Crump	Tax Commission	Low	Closed	TTR Missed: Yes	24.63
<b>INC000000606986</b>	Scott Wardenburg	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Mart Gardner	Tax Commission	Low	Resolved	TTR Missed: No	4.13
<b>INC000000607042</b>	Cindy Morrison	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000607044</b>	Kimberly Johnson	Application	Password	PGP		TIR Missed: Yes	3.52
	Enterprise Security	Garry Gregson	Tax Commission	Low	Closed	TTR Missed: No	3.55

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## Tax Commission

<b>INC000000607047</b>	Cindy Morrison	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.06
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Resolved	TTR Missed: No	1.98
<b>INC000000607081</b>	Nery Coleman	PC/Laptop	Performance	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000607130</b>	Diane Gibson	None	None	Gmail	TIR Missed: Yes	5.18
	Technical Lead/Project Manager	Mart Gardner	Tax Commission	Low Closed	TTR Missed: Yes	8.01
<b>INC000000607190</b>	Mary McDonald	Application	Password	Gmail	TIR Missed: No	0.32
	Enterprise Security	Sharon Smith	Tax Commission	Low Resolved	TTR Missed: Yes	7.84
<b>INC000000607206</b>	Kerry Chapman	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000607216</b>	James Teton	PC/Laptop	Error	Gmail	TIR Missed: Yes	4.57
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	4.57
<b>INC000000607250</b>	Pamela Raia	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000607266</b>	Shannon Stones	None	None	Gmail	TIR Missed: Yes	2.30
	Technical Lead/Project Manager	Mart Gardner	Tax Commission	Low Resolved	TTR Missed: No	2.30
<b>INC000000607282</b>	Curtis Williams	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.26
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.93
<b>INC000000607352</b>	Stephanie Ellinger	Application	Password	Utah Master Directory	TIR Missed: Yes	2.83
	Help Desk	Julie VanBeekum	Tax Commission	Low Closed	TTR Missed: No	3.51
<b>INC000000607361</b>	Mark Kaleta	PC/Laptop	Performance	Gmail	TIR Missed: Yes	3.53
	Application Services	Dustin Crump	Tax Commission	Low Closed	TTR Missed: No	3.53
<b>INC000000607374</b>	Robert Ure	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000607470</b>	MV Citrix	PC/Laptop	Error	None	TIR Missed: No	0.33
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	5.54
<b>INC000000607475</b>	Blake Frese	Application	Error	Gmail	TIR Missed: Yes	2.91
	Technical Lead/Project Manager	John Stephenson	Tax Commission	Low Resolved	TTR Missed: No	2.91
<b>INC000000607482</b>	Earl Thomas	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Tax Commission	Low Closed	TTR Missed: No	0.08
<b>INC000000607489</b>	MV Milford	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.83
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low Closed	TTR Missed: No	1.12
<b>INC000000607514</b>	Frankie Greenleaf	None	None	Gmail	TIR Missed: Yes	29.66
	Technical Lead/Project Manager	Mart Gardner	Tax Commission	Low Resolved	TTR Missed: Yes	34.88

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## Tax Commission

<b>INC000000607577</b>	Joseph Bradbury	Application	Password	Gmail		TIR Missed: No	0.11
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.14
<b>INC000000607620</b>	Angie Hillas	Application	None	Gmail		TIR Missed: Yes	1.86
	Technical Lead/Project Manager	John Stephenson	Tax Commission	Low	Resolved	TTR Missed: No	1.86
<b>INC000000607639</b>	Pamela Raia	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000607650</b>	Dianna Wright	PC/Laptop	Password	None		TIR Missed: Yes	1.02
	Enterprise Security	Sharon Smith	Tax Commission	Low	Closed	TTR Missed: No	1.02
<b>INC000000607693</b>	LaDawn Hamp	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000607720</b>	Colleen Miller	PC/Laptop	Performance	Gmail		TIR Missed: No	0.17
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: Yes	6.58
<b>INC000000607730</b>	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.21
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	1.23
<b>INC000000607793</b>	Joshua Quarnberg	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000607853</b>	Mark Kaleta	Application	Error	Gmail		TIR Missed: No	0.71
	Application Services	Dustin Crump	Tax Commission	Low	Closed	TTR Missed: No	0.71
<b>INC000000607876</b>	Irene Aleman	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	0.04
<b>INC000000607960</b>	James Teton	Application	Error	Gmail		TIR Missed: Yes	5.06
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	5.15
<b>INC000000607962</b>	Sheri Burgess	PC/Laptop	Performance	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000607969</b>	Miralee Kelsey	None	None	Gmail		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.47
<b>INC000000607988</b>	Peggy clayburn	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000608063</b>	Randy Farnsworth	None	None	Gmail		TIR Missed: Yes	28.57
	Application Services	Dustin Crump	Tax Commission	Medium	Resolved	TTR Missed: Yes	28.59
<b>INC000000608088</b>	Becky McKenzie	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000608104</b>	Susan Dansie	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000608122</b>	Tyler McIntosh	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000608124</b>	Jennifer Elliott	PC/Laptop	Error	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000608155</b>	Mike Lee	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low Closed	TTR Missed: No	1.00
<b>INC000000608167</b>	John Manning	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000608190</b>	Devin Scott	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000608192</b>	Monika Wheaton	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000608212</b>	Jim Thompson	PC/Laptop	Error	Google Chrome	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000608234</b>	Mike Fahey	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000608241</b>	Cynthia Williams	Application	Error	Adobe Flash	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000608253</b>	Angela Martinez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000608289</b>	DJ Kruger	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000608301</b>	Kimberly Johnson	Application	Error	PGP	TIR Missed: No	0.08
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low Closed	TTR Missed: No	0.74
<b>INC000000608307</b>	Gary Peart	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000608319</b>	Lynette Feil	None	None	Gmail	TIR Missed: Yes	1.23
	Application Services	Mart Gardner	Tax Commission	Low Closed	TTR Missed: No	1.23
<b>INC000000608380</b>	Caryn Hoskins	Application	Password	Utah Master Directory	TIR Missed: Yes	6.17
	Enterprise Security	Sharon Smith	Tax Commission	Low Closed	TTR Missed: Yes	8.15
<b>INC000000608396</b>	Delbert Ahlstrom	PC/Laptop	Error	None	TIR Missed: No	0.33
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Closed	TTR Missed: No	0.33
<b>INC000000608403</b>	Scott Mann	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000608407</b>	Doral Vance	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000608422</b>	Ashlee Tibbitts	None	None	Citrix ICA Client		TIR Missed: Yes	7.06
	Enterprise Security	Sharon Smith	Tax Commission	Low	Closed	TTR Missed: Yes	7.74
<b>INC000000608453</b>	Doral Vance	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000608515</b>	Colleen McDonald	Application	None	Gmail		TIR Missed: No	0.79
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	0.87
<b>INC000000608542</b>	Colleen Miller	Application	Error	Gmail		TIR Missed: No	0.30
	Rural South Desktop Support	Doug Chaston	Tax Commission	Low	Closed	TTR Missed: No	0.30
<b>INC000000608546</b>	DJ Kruger	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000608549</b>	Joshua Quarnberg	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000608578</b>	David Bushman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000608592</b>	Pamela Sperry	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000608596</b>	Michael Paletta	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000608610</b>	MV Provo	Application	Error	Mozilla Firefox		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000608621</b>	Monika Wheaton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000608625</b>	Cleo Meneses	Application	Password	Utah Master Directory		TIR Missed: No	0.12
	Help Desk	James Stearns	Tax Commission	Low	Closed	TTR Missed: No	0.12
<b>INC000000608630</b>	MV Provo	Application	Error	Gmail		TIR Missed: Yes	1.57
	Application Services	Tony Larsen	Tax Commission	Low	Closed	TTR Missed: No	1.96
<b>INC000000608663</b>	Chodon Chodon	PC/Laptop	Error	None		TIR Missed: No	0.12
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.12
<b>INC000000608664</b>	Joshua Quarnberg	PC/Laptop	Hardware	None		TIR Missed: Yes	1.13
	Rural Central Desktop Support	Gerald Adams	Tax Commission	Low	Closed	TTR Missed: No	1.75
<b>INC000000608672</b>	Joni Spidle	None	None	Gmail		TIR Missed: Yes	5.75
	Enterprise Security	Sharon Smith	Tax Commission	Low	Closed	TTR Missed: Yes	6.17



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## Tax Commission

<b>INC000000608687</b>	Christena Ohrn	PC/Laptop	Error	None		TIR Missed: No	0.13
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low	Closed	TTR Missed: No	0.13
<b>INC000000608694</b>	Melanie Schott	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000608747</b>	Debbie Grimes	Application	Password	Utah Master Directory		TIR Missed: Yes	1.23
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	1.27
<b>INC000000608769</b>	Angie Hillas	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000608772</b>	Hossein Zaryoun	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000608800</b>	Kim Ferrell	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000608804</b>	Kim Ferrell	PC/Laptop	Performance	Gmail		TIR Missed: No	0.12
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	0.28
<b>INC000000608810</b>	Sharleen Burningham	PC/Laptop	Performance	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000608814</b>	Lynda Dimick	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000608816</b>	Cindy M Clark	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000608850</b>	Shaunna Bracken	None	None	Gmail		TIR Missed: Yes	1.11
	Technical Lead/Project Manager	John Stephenson	Tax Commission	Low	Resolved	TTR Missed: No	1.11
<b>INC000000608864</b>	Karen Lingard	None	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Danielle Hood	Tax Commission	Medium	Closed	TTR Missed: Yes	22.73
<b>INC000000608867</b>	Mayank Agrawal	Mobile Devices	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000608932</b>	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000608945</b>	Brook Abarca	Application	Error	Gmail		TIR Missed: Yes	21.96
	Application Services	Danielle Hood	Tax Commission	Low	Closed	TTR Missed: Yes	21.96
<b>INC000000608953</b>	Holly Ward	Application	Error	Gmail		TIR Missed: No	0.04
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low	Closed	TTR Missed: No	0.86
<b>INC000000608976</b>	Kitione Touhuni	Application	Error	Gmail		TIR Missed: Yes	3.28
	Enterprise Security	Jed Johnson	Tax Commission	Low	Closed	TTR Missed: No	3.68

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## Tax Commission

<b>INC000000608990</b>	Debra Frazier	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000609018</b>	Ben McAfee	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.18
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low	Closed	TTR Missed: No	1.19
<b>INC000000609052</b>	Mia Detton	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000609054</b>	Dwight Rimmasch	PC/Laptop	Virus	None		TIR Missed: No	0.20
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.40
<b>INC000000609115</b>	Meliss Houston	Application	Error	None		TIR Missed: Yes	11.50
	Help Desk	Julie VanBeekum	Tax Commission	Low	Closed	TTR Missed: Yes	13.63
<b>INC000000609119</b>	Isaac Gunderson	None	None	Gmail		TIR Missed: Yes	29.42
	Application Services	Paul Lundell	Tax Commission	Low	Resolved	TTR Missed: Yes	29.42
<b>INC000000609129</b>	Colleen Conover	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000609159</b>	Heidi Ashdown	Application	Error	Gmail		TIR Missed: Yes	43.60
	Enterprise Security	Bobette Phillips	Tax Commission	Low	Resolved	TTR Missed: Yes	43.60
<b>INC000000609277</b>	Gary Peart	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000609279</b>	MV Ogden	Application	Error	Google Chrome		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000609319</b>	Caralyn Streed	Application	Error	Gmail		TIR Missed: Yes	18.21
	Application Services	Danielle Hood	Tax Commission	Low	Resolved	TTR Missed: Yes	40.02
<b>INC000000609405</b>	Bruce Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000609454</b>	MV Milford	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000609455</b>	MV Milford	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000609457</b>	James Adams	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000609462</b>	Earl Thomas	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000609542</b>	Melanie Schott	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000609579</b>	Bruce Johnson	PC/Laptop	Error	None		TIR Missed: No	0.21
	Metro B Desktop Support	Anthony Booyse	Tax Commission	High	Closed	TTR Missed: No	1.34
<b>INC000000609604</b>	Gaylin Ford	PC/Laptop	Error	Gmail		TIR Missed: Yes	7.91
	Help Desk	Vicky Marrelli	Tax Commission	Low	Closed	TTR Missed: Yes	13.85
<b>INC000000609607</b>	Gaylin Ford	PC/Laptop	Performance	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000609615</b>	Randy Farnsworth	None	None	Gmail		TIR Missed: Yes	36.82
	Application Services	Dustin Crump	Tax Commission	Low	Resolved	TTR Missed: Yes	36.82
<b>INC000000609620</b>	Delbert Ahlstrom	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000609627</b>	Cindy M Clark	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000609665</b>	Mark Freeman	Application	Error	Gmail		TIR Missed: No	0.07
	Application Services	Tony Larsen	Tax Commission	Low	Resolved	TTR Missed: No	1.29
<b>INC000000609677</b>	Isaac Gunderson	None	None	Gmail		TIR Missed: No	0.10
	Technical Lead/Project Manager	John Stephenson	Tax Commission	Low	Resolved	TTR Missed: No	0.10
<b>INC000000609720</b>	Cindy M Clark	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000609730</b>	Heidi Ashdown	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000609795</b>	Jennifer Stanger	None	None	Gmail		TIR Missed: Yes	6.59
	Technical Lead/Project Manager	Pete Freeman	Tax Commission	Low	Resolved	TTR Missed: Yes	12.36
<b>INC000000609808</b>	Pauline Fisher	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000609810</b>	Vickie Gritzmacher	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000609836</b>	Fanny Evans	Application	Password	Utah Master Directory		TIR Missed: No	0.01
	Help Desk	Vicky Marrelli	Tax Commission	Low	Closed	TTR Missed: No	4.07
<b>INC000000609848</b>	Ann Dillenbeck	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000609926</b>	Ruth Ann Jefferies	None	None	Gmail		TIR Missed: No	0.29
	Technical Lead/Project Manager	John Stephenson	Tax Commission	Low	Resolved	TTR Missed: No	0.29
<b>INC000000609943</b>	MV Richfield	Application	Password	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000609972</b>	Shelley Eastmond	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.03
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Closed	TTR Missed: No	0.03
<b>INC000000610019</b>	Julene Hampton	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000610037</b>	MV Provo	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000610097</b>	Khiet Nguyen	Application	Password	State Payroll Time Entry System		TIR Missed: Yes	1.48
	Metro B Desktop Support	Matthew Blunk	Tax Commission	Low	Closed	TTR Missed: No	4.98
<b>INC000000610177</b>	MV Provo	PC/Laptop	Error	None		TIR Missed: Yes	32.67
	Application Services	Tony Larsen	Tax Commission	Low	Resolved	TTR Missed: Yes	33.30
<b>INC000000610181</b>	William Kowalowski	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.07
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	1.87
<b>INC000000610183</b>	MV Richfield	Application	Error	Microsoft Windows XP Professional		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	
<b>INC000000610219</b>	Miralee Kelsey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000610220</b>	James Teton	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000610284</b>	MV South Valley	PC/Laptop	Error	Gmail		TIR Missed: Yes	1.02
	Application Services	Tony Larsen	Tax Commission	Low	Closed	TTR Missed: No	1.43
<b>INC000000610330</b>	MV Price	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000610334</b>	MV Richfield	Application	Error	Microsoft Windows XP Professional		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000610384</b>	MV Ogden	Application	Error	Citrix Installation Manager		TIR Missed: Yes	1.64
	Application Services	Terry Forsgren	Tax Commission	Low	Closed	TTR Missed: No	1.78
<b>INC000000610387</b>	Fanny Evans	Application	Password	Utah Master Directory		TIR Missed: No	0.20
	Help Desk	Julie VanBeekum	Tax Commission	Low	Closed	TTR Missed: No	0.26
<b>INC000000610515</b>	Kevin Park	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000610529</b>	Travis Harvey	PC/Laptop	Password	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000610543</b>	Joseph Bradbury	Application	Password	Utah Master Directory		TIR Missed: No	0.20
	Help Desk	Julie VanBeekum	Tax Commission	Low	Closed	TTR Missed: No	0.20

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## Tax Commission

<b>INC000000610588</b>	Steve Coleman	Telecom	None	None		TIR Missed: No	0.26
	Voice Operations	James Gifford	Tax Commission	Low	Closed	TTR Missed: No	0.39
<b>INC000000610624</b>	MV South Valley	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000610658</b>	Larry Hatch	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000610659</b>	Larry Hatch	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000610664</b>	Sherry Bushnell	Application	Password	Utah Master Directory		TIR Missed: No	0.27
	Help Desk	Julie VanBeekum	Tax Commission	Low	Closed	TTR Missed: No	0.27
<b>INC000000610677</b>	MV South Valley	PC/Laptop	Performance	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000610700</b>	MV South Valley	PC/Laptop	Performance	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000610719</b>	MV Tooele	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000610723</b>	Doral Vance	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: Yes	7.00
	Application Services	Danielle Hood	Tax Commission	Low	Closed	TTR Missed: Yes	7.03
<b>INC000000610733</b>	Doral Vance	None	None	Gmail		TIR Missed: Yes	4.81
	Application Services	Dustin Crump	Tax Commission	Low	Closed	TTR Missed: No	5.14
<b>INC000000610740</b>	MV South Valley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000610781</b>	MV South Valley	PC/Laptop	Performance	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000610785</b>	Valerie Peterson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.27
<b>INC000000610797</b>	MV Milford	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.13
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Closed	TTR Missed: No	2.63
<b>INC000000610800</b>	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000610908</b>	Jill Guevara	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.22
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.23
<b>INC000000610911</b>	MV Richfield	Application	Password	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000610940</b>	Chrysanne Newman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000610945</b>	Rita C Martinez	Telecom	Voice Mail	Telephone	TIR Missed: No	0.44
	Voice Operations	Gail Christiansen	Tax Commission	Low Closed	TTR Missed: No	0.44
<b>INC000000611009</b>	Kyle Boyer	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000611032</b>	Brett Lemmon	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000611106</b>	James Teton	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000611127</b>	MV Moab	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000611260</b>	Lynn Solarczyk	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000611271</b>	Jeanine Howells	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000611272</b>	Felicia Sandoval	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000611278</b>	Dana Johnson	Server	Performance	None	TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000611290</b>	Christine Connelly	Network	Error	None	TIR Missed: No	0.00
	Network Operations	Jesse Fausett	Tax Commission	Medium Closed	TTR Missed: No	0.00
<b>INC000000611330</b>	Doug Smith	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000611339</b>	Steve Coleman	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	0.15
	Voice/Data/WAN Services	Mike Johnson	Tax Commission	Low Resolved	TTR Missed: No	1.17
<b>INC000000611356</b>	Brenda Mason	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000611362</b>	Randolph Prawitt	PC/Laptop	Error	None	TIR Missed: No	0.13
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Resolved	TTR Missed: No	0.13
<b>INC000000611438</b>	Terri Chidester	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000611475</b>	Denny Lytle	Mobile Devices	Error	Ipads	TIR Missed: No	0.07
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Closed	TTR Missed: No	0.07

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## Tax Commission

<b>INC000000611498</b>	Barbara Monk	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000611502</b>	Beverly Beitel	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000611515</b>	MV South Valley	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000611539</b>	MV Richfield	Application	Password	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000611554</b>	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000611629</b>	Valerie Newson	Network	Incident	None		TIR Missed: No	0.32
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.32
<b>INC000000611650</b>	Sherri Wood	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000611690</b>	Craig Sandberg	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000611715</b>	Sherri Wood	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000611723</b>	Earl Thomas	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.05
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.05
<b>INC000000611731</b>	MV Provo	PC/Laptop	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000611803</b>	Tiffany Harms	Application	Error	None		TIR Missed: No	0.09
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: No	0.09
<b>INC000000611867</b>	MV South Valley	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000611893</b>	Pauline Fisher	Application	Password	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000611912</b>	Vickie Perry	PC/Laptop	Error	None		TIR Missed: No	0.28
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.28
<b>INC000000611920</b>	Paula Vanikiotis	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000611965</b>	MV Citrix	Server	Error	None		TIR Missed: Yes	26.50
	Application Services	Tony Larsen	Tax Commission	Low	Resolved	TTR Missed: Yes	26.65

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## Tax Commission

<b>INC000000611992</b>	Karen Lingard	PC/Laptop	Performance	Gmail		TIR Missed: Yes	2.25
	Enterprise Security	Jed Johnson	Tax Commission	Low	Closed	TTR Missed: No	2.25
<b>INC000000612005</b>	MV Ogden	PC/Laptop	Performance	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000612016</b>	Aaron Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000612043</b>	Aaron Johnson	PC/Laptop	Performance	None		TIR Missed: No	0.06
	Metro B Desktop Support	Mike Sine	Tax Commission	Low	Resolved	TTR Missed: No	0.06
<b>INC000000612067</b>	Scott Wardenburg	PC/Laptop	Performance	iPhone		TIR Missed: No	0.22
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Resolved	TTR Missed: No	0.22
<b>INC000000612094</b>	Ray Paulsen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000612388</b>	Carolyn Goodwin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612391</b>	Doug Smith	PC/Laptop	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612412</b>	Stephanie Vert	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612439</b>	Brenda Mason	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612490</b>	Ryan Allen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612492</b>	Gaylin Ford	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612549</b>	Ron Jacobson	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612576</b>	Cynthia Williams	PC/Laptop	Password	None		TIR Missed: Yes	3.26
	Enterprise Security	Sharon Smith	Tax Commission	Low	Resolved	TTR Missed: No	3.29
<b>INC000000612598</b>	Aaron Johnson	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612643</b>	Debra Frazier	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612672</b>	Allen Maxson	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00



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## Tax Commission

<b>INC000000612763</b>	Stephanie Vert Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000612832</b>	Pamela Pendleton Metro A Help Desk	None Edward Fortner	None Tax Commission	Gmail Low	TIR Missed: No Resolved TTR Missed: No	0.24 0.24
<b>INC000000612866</b>	Vera Bullock Enterprise Security	Application Jed Johnson	Password Tax Commission	None Low	TIR Missed: Yes Resolved TTR Missed: No	1.57 3.54
<b>INC000000612914</b>	Frank Hales Voice/Data/WAN Services	Telecom Mike Johnson	CrossTalk/Noise/Static Tax Commission	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.13 0.47
<b>INC000000613014</b>	Spencer Hansen Application Services	Application Mart Gardner	Error Tax Commission	Gmail Low	TIR Missed: Yes Resolved TTR Missed: No	2.52 2.52
<b>INC000000613095</b>	Scott Draper Metro B Desktop Support	PC/Laptop Austin Farey	Hardware Tax Commission	None Low	TIR Missed: No Resolved TTR Missed: No	0.05 0.05
<b>INC000000613158</b>	Gaylin Ford Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000613161</b>	Wendy Gianchetta Metro B Desktop Support	Print/Copy/Scan/Fax Austin Farey	Incident Tax Commission	None Low	TIR Missed: No Resolved TTR Missed: No	0.03 0.03
<b>INC000000613164</b>	Holly Ward Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000613259</b>	Frank Hales Voice/Data/WAN Services	Hardware Mike Johnson	None Tax Commission	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000613264</b>	Felicia Sandoval Metro B Help Desk	Application Torri Randa	Password Tax Commission	GenTax Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000613291</b>	Rosie Akeripa Metro B Help Desk	Application Torri Randa	Password Tax Commission	GenTax Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000613384</b>	Michele Espina Metro B Help Desk	Network Gavin Barney	Incident Tax Commission	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000613385</b>	Christine Robinson Metro B Help Desk	Network Gavin Barney	Incident Tax Commission	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000613399</b>	Aaron Johnson Capitol Hosting	Application Conn Peterson	Password Tax Commission	Utah Master Directory Low	TIR Missed: Yes Resolved TTR Missed: Yes	16.81 16.81
<b>INC000000613414</b>	Stephanie Vert Metro B Help Desk	Application Torri Randa	Password Tax Commission	GenTax Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
<b>INC000000613416</b>	MV Richfield Metro B Help Desk	PC/Laptop Torri Randa	Performance Tax Commission	Gmail Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00

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## Tax Commission

<b>INC000000613477</b>	Christopher Barnes Voice/Data/WAN Services	Telecom Mike Johnson	CrossTalk/Noise/Static Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.09 1.32
<b>INC000000613501</b>	Joseph Caldiero Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000613520</b>	June Hesleph Metro B Desktop Support	Print/Copy/Scan/Fax Stephanie Young	Incident Tax Commission	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.07 0.07
<b>INC000000613553</b>	Sharleen Burningham Voice Operations	Telecom Kelly Johnson	Call/Receive Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.14 1.09
<b>INC000000613555</b>	Sandra Herbert Metro B Desktop Support	Print/Copy/Scan/Fax Austin Farey	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.40 0.40
<b>INC000000613558</b>	Victoria Youtsey Enterprise Security	Application Sharon Smith	Password Tax Commission	Gmail Low	Resolved	TIR Missed: Yes TTR Missed: No	1.03 1.04
<b>INC000000613566</b>	Becky McKenzie Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000613581</b>	Elaine Valdez Enterprise Security	Application Sharon Smith	Password Tax Commission	Utah Criminal Justice Informatio Low	Resolved	TIR Missed: No TTR Missed: No	0.75 0.79
<b>INC000000613620</b>	Christine Robinson Voice Operations	Telecom Kelly Johnson	Feature Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.11 0.32
<b>INC000000613698</b>	Richard Kirkland Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Excel Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000613719</b>	Joseph Bradbury Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000613738</b>	Jonathan Steed Metro B Desktop Support	PC/Laptop Stephanie Young	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.98 2.13
<b>INC000000613763</b>	Gene Busby Technical Lead/Project Manager	None Martin Gonzalez	None Tax Commission	Gmail Low	Resolved	TIR Missed: No TTR Missed: Yes	0.69 11.26
<b>INC000000613779</b>	Arthur Brownell Metro B Help Desk	PC/Laptop Torri Randa	Performance Tax Commission	Adobe Reader Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000613794</b>	Wendy Gianchetta Enterprise Security	None Sharon Smith	None Tax Commission	Gmail Low	Resolved	TIR Missed: Yes TTR Missed: Yes	23.69 25.24
<b>INC000000613818</b>	MV Farmington Metro B Help Desk	PC/Laptop Torri Randa	Performance Tax Commission	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000613849</b>	Chrysanne Newman Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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## Tax Commission

<b>INC000000613873</b>	MV Richfield	Application	Error	Gmail		TIR Missed: Yes	10.65
	Application Services	Ken Ainge	Tax Commission	Low	Resolved	TTR Missed: Yes	10.83
<b>INC000000613961</b>	Jane Otis	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614021</b>	Brenda Mason	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614048</b>	Salina Murphy	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614049</b>	Sherri Wood	Telecom	Call/Receive	Telephone		TIR Missed: Yes	1.62
	Voice/Data/WAN Services	T Artis	Tax Commission	Low	Resolved	TTR Missed: No	1.62
<b>INC000000614065</b>	Halalose Wolfgramm	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.25
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.25
<b>INC000000614069</b>	Halalose Wolfgramm	PC/Laptop	Hardware	None		TIR Missed: No	0.07
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Resolved	TTR Missed: No	1.42
<b>INC000000614145</b>	MV Farmington	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614149</b>	MV South Valley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614155</b>	Chodon Chodon	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614291</b>	Christine Robinson	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614292</b>	Roger Barth	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614298</b>	Vickie Gritzmacher	Application	None	None		TIR Missed: Yes	1.21
	Metro B Hosting	Cordell Measells	Tax Commission	Low	Resolved	TTR Missed: No	1.21
<b>INC000000614302</b>	Adam Timmins	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614311</b>	Jacoba Larsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614312</b>	Randall Gardner	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614339</b>	Stephanie Yi-fang Liu	Application	Error	Utah Criminal Justice Informatio		TIR Missed: No	0.64
	Enterprise Security	Sharon Smith	Tax Commission	Low	Resolved	TTR Missed: No	0.70

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## Tax Commission

<b>INC000000614364</b>	Ashley LA MARCA	PC/Laptop	Error	Gmail		TIR Missed: No	0.11
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.28
<b>INC000000614375</b>	Jackie Bate	PC/Laptop	Performance	None		TIR Missed: No	0.22
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	0.22
<b>INC000000614486</b>	Marilyn Webster	PC/Laptop	Error	Gmail		TIR Missed: No	0.61
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.64
<b>INC000000614536</b>	Sheri Burgess	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614607</b>	Ronda Schuster	Application	Password	Gmail		TIR Missed: No	0.12
	Enterprise Security	Sharon Smith	Tax Commission	Low	Resolved	TTR Missed: No	0.25
<b>INC000000614621</b>	Jody Jacobs	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614655</b>	Tina Wright	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614669</b>	Christena Ohrn	PC/Laptop	Performance	None		TIR Missed: No	0.02
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Resolved	TTR Missed: No	0.07
<b>INC000000614732</b>	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Resolved	TTR Missed: No	0.08
<b>INC000000614753</b>	Herb Jenkins	Application	Password	Utah Master Directory		TIR Missed: Yes	1.52
	Enterprise Security	Sharon Smith	Tax Commission	Low	Resolved	TTR Missed: No	4.73
<b>INC000000614803</b>	MV South Valley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614847</b>	Heather Carlson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614867</b>	MV Kanab	Network	Performance	None		TIR Missed: No	0.34
	Network Operations	Patrick Crowe	Tax Commission	Low	Resolved	TTR Missed: No	2.24
<b>INC000000614879</b>	Matthew Lund	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614967</b>	Mike Fahey	PC/Laptop	Performance	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614968</b>	Gaylin Ford	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614976</b>	Amy Arnn	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.04
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.07

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## Tax Commission

<b>INC000000614988</b>	Jane Wiseman	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615059</b>	Jan Duggar	Application	Error	Adobe Reader		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615128</b>	Jan Duggar	Telecom	IP	Avaya CentreVu Supervisor		TIR Missed: No	0.38
	Voice Operations	Leon Owen	Tax Commission	Low	Resolved	TTR Missed: No	0.41
<b>INC000000615142</b>	Ryan Tucker	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615147</b>	MV Ogden	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615157</b>	Brandi Mascarenas	Application	Password	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615197</b>	Mike Fahey	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615247</b>	MV Richfield	Print/Copy/Scan/Fax	Incident	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615279</b>	Susan Dansie	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615282</b>	Becky McKenzie	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615283</b>	Said Hernandez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615291</b>	Earleen Cobb	Telecom	Call Management	Telephone		TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615304</b>	Paula Turner	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615323</b>	Matthew Lund	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615324</b>	Stephanie Vert	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615326</b>	Lia Eckhardt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615335</b>	Arthur Brownell	PC/Laptop	Performance	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000615423</b>	Irene Aleman	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.10
	Metro B Desktop Support	Mike Sine	Tax Commission	Low	Resolved	TTR Missed: No	0.10
<b>INC000000615430</b>	Dwight Rimmasch	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615487</b>	Betty Stearns	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615532</b>	Curtis Stoddard	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	0.13
<b>INC000000615570</b>	Colleen Conover	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615609</b>	Lia Eckhardt	Telecom	IP	Telephone		TIR Missed: No	0.21
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Resolved	TTR Missed: No	1.11
<b>INC000000615690</b>	Jan Duggar	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615691</b>	Ryan Peterson	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615754</b>	Derek Nelson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615770</b>	MV Price	Network	Performance	None		TIR Missed: No	0.35
	Network Operations	Jesse Fausett	Tax Commission	Low	Resolved	TTR Missed: No	0.35
<b>INC000000616039</b>	Gloria Spriggs	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616040</b>	Karen Waller	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616054</b>	Cindy M Clark	PC/Laptop	Error	Google Chrome		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616083</b>	Betty Stearns	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.15
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	0.15
<b>INC000000616116</b>	Lori Geary	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616148</b>	Katie Lamb	Telecom	Dial Tone	Telephone		TIR Missed: No	0.11
	Voice/Data/WAN Services	Greg Blessing	Tax Commission	Low	Resolved	TTR Missed: No	1.12
<b>INC000000616157</b>	Stephen Anderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000616162</b>	MV Citrix	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616165</b>	LaDawn Hamp	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616190</b>	Delores Bair	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616226</b>	Traci Meredith	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616255</b>	Jim McNair	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616278</b>	Heather Memales	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616281</b>	Heather Memales	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616307</b>	MV Park City	PC/Laptop	Performance	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616340</b>	Brian Brand	PC/Laptop	Hardware	None		TIR Missed: No	0.07
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Resolved	TTR Missed: No	0.07
<b>INC000000616371</b>	Mary Ann Burtch	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616434</b>	Kimm Lacy	Application	Password	Utah Master Directory		TIR Missed: Yes	1.12
	Help Desk	James Stearns	Tax Commission	Low	Resolved	TTR Missed: No	1.12
<b>INC000000616445</b>	Gloria Spriggs	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616519</b>	MV South Valley	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.53
	Metro C Desktop Support	Ken Knobel	Tax Commission	Low	Resolved	TTR Missed: No	0.53
<b>INC000000616563</b>	Pamela Raia	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616620</b>	Nicholas Gordan	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.10
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: Yes	11.66
<b>INC000000616712</b>	MV Beaver	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616803</b>	Gloria Spriggs	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000616807</b>	Sonya Pullan	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616825</b>	MV Park City	PC/Laptop	Performance	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616845</b>	Kristin Lane	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616969</b>	Aaron Johnson	Application	Error	QuickBooks		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616970</b>	Aaron Johnson	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617004</b>	Jody Jacobs	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617104</b>	Trisha Warr	Application	Error	Gmail		TIR Missed: No	0.40
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.52
<b>INC000000617147</b>	Jordan Wheeler	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617153</b>	Sharlet Braman	Application	Password	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617225</b>	June Washington	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617290</b>	Mike Fahey	PC/Laptop	Hardware	None		TIR Missed: No	0.12
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Resolved	TTR Missed: No	0.12
<b>INC000000617348</b>	Laura Atwood	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617397</b>	Aaron Johnson	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617399</b>	Sandra Herbert	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617409</b>	Brooke DiFrancesco	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617460</b>	Angela Simmons	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.14
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.14
<b>INC000000617480</b>	Angie Hanson	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.13
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.13



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## Tax Commission

<b>INC000000617608</b>	MV Provo	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000617614</b>	Janette Woodhouse	Telecom	Pollcat	Telephone	TIR Missed: No	0.24
	Voice Operations	Gail Christiansen	Tax Commission	Low Resolved	TTR Missed: No	0.24
<b>INC000000617685</b>	Kim Jones	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000617716</b>	Aaron Johnson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000617717</b>	James Shaw	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000617748</b>	Aaron Nichols	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000617797</b>	Angela Simmons	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000617798</b>	Jeannie Warren	Application	Error	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000617802</b>	Virginia Mascarenas	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000617852</b>	Shirleen Thompson	Application	Error	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000617902</b>	Ann Dillenbeck	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000617980</b>	Aaron Johnson	Application	Error	Novell iFolder	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000617982</b>	Mary Ann Burtch	PC/Laptop	Hardware	None	TIR Missed: No	0.09
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low Resolved	TTR Missed: No	1.91
<b>INC000000618042</b>	Melissa Richins	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00